Appendix C: County-Generated Goals, Strategies, and Action Steps

CHAMPAIGN

CHAMPAIGN COUNTY GOAL #1: EXPAND CURRENT TRANSPORTATION SERVICES IN CHAMPAIGN COUNTY TO MEET PUBLIC NEEDS.

Need(s) Being Addressed: Fill the gaps for individuals needing transportation during peak hours, early morning hours, weekends, and holidays.

Strategy 1.1: Investigate the need for expanded transit hours and days

Timeline for Implementation: Mid-term, continuous

Action Steps:

1. Create a survey to identify the need for expanded hours and days – Jan 2018
2. Identify community organizations and industries to distribute surveys to – Jan 2018
3. Use a log to track unmet needs due to hours and days transportation is unavailable – Transit 2018 and Ongoing
4. Expand Transit Fleet if the need is identified to expand hours and/or days – No Financial Support
5. Hire more drivers to meet expansion of fleet and expanded hours and/or days – No Financial Support

Parties Responsible for Leading Implementation: Champaign Transit and Mobility Manager
Parties Responsible for Supporting Implementation: Champaign County Planning Committee
Resources Needed: Funding, vehicles, additional drivers, technology, and marketing
Potential Cost Range: Cost of additional vehicles and drivers
Potential Funding Sources: Section 5310 Program, state and county funds, grants
Performance Measures/Targets:

- Distribute surveys to a minimum of 10 community organizations and industries
- Collect data received from unmet needs log to assess the need for expansion of hours and/or days
- Secure 1 funding source to support additional vehicles and drivers due to expanded hours and/or days

Strategy 1.2: Increase opportunity to schedule same-day service

Timeline for Implementation: Mid-term, continuous

Action Steps:

1. Champaign Transit will track trips declined due to no vehicle availability on same day trips — Ongoing

Parties Responsible for Leading Implementation: Champaign Transit
Parties Responsible for Supporting Implementation: Champaign County Planning Committee
Resources Needed: Scheduling Software, Funding, Vehicles, Additional Drivers
Potential Cost Range: Staff costs and Cost of additional vehicles and drivers
Potential Funding Sources: Ohio Department of Transportation grants, local and county dollars
Performance Measures/Targets:

- Collect monthly data on trips declined for same-day service due to no vehicle availability
- Reduce declined same-day trips by 10% per quarter
- Secure 1 funding source to support additional vehicles and drivers to meet need
CHAMPAIGN COUNTY GOAL #2: INCREASE OUT-OF-COUNTY SERVICE TO DAYTON, COLUMBUS, LIMA, AND SPRINGFIELD REDUCE DUPLICATION OF SERVICE THROUGH MULTI-COUNTY COORDINATION.

Need(s) Being Addressed: Provides individuals the opportunity to get to appointments outside of Champaign County.

Strategy 2.1: Utilize dispatching software that multiple counties use to coordinate scheduled trips to Dayton, Columbus or Lima to maximize capacity on vehicles.

Action Steps:
1. Mobility Manager to work with Shelby County Transit Manager and Logan County Mobility Manager on feasibility of coordinating software with Champaign Public Transit.

Parties Responsible for Leading Implementation: Mobility Manager and Champaign Transit Manager

Parties Responsible for Supporting Implementation: Champaign County Planning Committee

Resources Needed: Mobility Manager and dispatching software

Potential Cost Range: Staff time & software

Potential Funding Sources: Section 5310 Program Mobility Grant and Tiger Grant

Performance Measures/Targets:
1. Coordinate 1 multi-county transport per month.
2. Develop Memorandums of Understanding between Shelby and Logan Counties to pick up individuals in those counties.
3. Connect with Miami County Transit to get Dayton Connector and provide 5 rides.

Strategy 2.2: Establish transfer sites in Springfield to connect with Springfield City Area Transit (SCAT)


Action Steps:
1. Champaign Transit Manager to work with Clark County TCC Transportation Planner on establishing transfer sites in Springfield to connect Champaign residents to Clark County

CHAMPAIGN COUNTY GOAL #3: ESTABLISH A VOLUNTEER NETWORK OF DRIVERS TO ASSIST NON-TRADITIONAL NEEDS OF TRANSPORTATION

Need(s) Being Addressed: Transportation needs for those who have to pay privately for transportation, such as employees getting to work and individuals going to non-medical appointments.

Strategy 3.1: Develop a volunteer driver program

Timeline for Implementation: Mid-term and continuous

Action Steps:
1. Research grant opportunities to support volunteer driver program
2. Research liability insurance options for volunteer drivers
3. Survey local churches for volunteers to drive

Parties Responsible for Leading Implementation: Lead Agency to be named and Mobility Manager

Parties Responsible for Supporting Implementation: Champaign County Planning Committee

Resources Needed: Staff time, funding, additional drivers, and vehicles
Potential Cost Range: Staff time and potentially cost of additional vehicles and drivers

Potential Funding Sources: Section 5310 Program and federal, state & local grants

Performance Measures/Targets:
1. Obtain start-up monies for volunteer driver program
2. Secure liability insurance for program
3. Recruit and train a minimum of 2 volunteer drivers

CHAMPAIGN COUNTY GOAL #4: EDUCATE THE RESIDENTS OF CHAMPAIGN COUNTY REGARDING PUBLIC AND COORDINATED TRANSPORTATION.

Need(s) Being Addressed: Providing residents with the education to make informed decisions about transportation options in Champaign County

Strategy 4.1: Champaign Transit and Mobility Manager will conduct presentations on public and coordinated transportation at social and civic events, and local industries and organizations.

Timeline for Implementation: Near-Term, continuous

Action Steps: Transit Manager completed 1-5, will continue strategy
1. Conduct presentations at local industries and organizations in Champaign County to educate about the transportation coordination plan
2. Submit informational articles on public and coordinated transportation to the local newspaper
3. Distribute Champaign Transit brochures throughout the county
4. Hold focus groups to receive feedback and answer questions about the transit
5. Showcase Transit vehicles at local community events
6. Promote RideLink Call Center for transportation resources – Mobility Manager

Parties Responsible for Leading Implementation: Champaign Transit and Mobility Manager

Parties Responsible for Supporting Implementation: Champaign County Planning Committee

Resources Needed: Mobility Manager, Transit Staff, transit brochures and marketing support from the local paper and community

Potential Cost Range: Staff time involved and cost of brochures and marketing materials

Potential Funding Sources: Section 5310 Funding and local resources

Performance Measures/Targets:
1. A minimum of 2 presentations conducted a year
2. A minimum of 2 focus groups held per year
3. A minimum of 10 locations to distribute brochures
4. A minimum of 6 new riders a year
5. Track a minimum of 2 calls a month into RideLink Call Center

Strategy 4.2: Hold a “Try the Transit Month” where fares are reduced/free.

Timeline for Implementation: Near-Term

Action Steps:
1. Promote “Try the Transit Month” through flyers distributed throughout the county and free articles in the local newspapers
2. Offer various dates to accommodate demand for reduced/free trips

Parties Responsible for Leading Implementation: Champaign Transit and Mobility Manager

Parties Responsible for Supporting Implementation: Champaign County Planning Committee
**Resources Needed:** Mobility Manager, transit staff, transit brochures and marketing support from the local paper and community

**Potential Cost Range:** Staff time involved and cost of brochures and marketing materials

**Potential Funding Sources:** Section 5310 Funding and local resources

**Performance Measures/Targets:**
1. A minimum of 10 reduced/free trips provided
2. A minimum of 3 new riders for the month
3. A minimum of 10 locations to distribute flyers

**Strategy 4.3:** Transit Advisory Committee (TAC) to remain a forum for local transit issues, education, networking and support.

**Timeline for Implementation:** Continuous

**Action Steps:**
1. TAC will consist of members that represent both city and county governments
2. TAC will meet a minimum of 2 times a year
3. Mobility Manager to sit on TAC

**Parties Responsible for Leading Implementation:** Champaign Transit and Mobility Manager

**Parties Responsible for Supporting Implementation:** Champaign County Planning Committee

**Resources Needed:** Mobility Manager, TAC Committee, Community Support

**Potential Cost Range:** Staff time involved

**Potential Funding Sources:** Section 5310 Program

**Performance Measures/Targets:**
1. Recruit at least one new member for existing TAC
2. Record minutes from at least 2 meetings a year
3. Mobility Manager will participate in a minimum of 2 TAC meetings a year

**Strategy 4.4:** Establish and manage a countywide transportation social media presence in Champaign County

**Timeline for Implementation:** Continuous

**Action Steps:**
1. Create a Facebook page to educate public on transportation in Champaign County – Use County Website
2. Post regular feeds on social media - Ongoing
3. Contact local University/Colleges for an intern to develop social media pages – Use social media pages already established

**Parties Responsible for Leading Implementation:** Lead Agency/Person TBD

**Parties Responsible for Supporting Implementation:** Champaign County Planning Committee

**Resources Needed:** Technology, staff time to keep page updated

**Potential Cost Range:** 0

**Potential Funding Sources:** N/A

**Performance Measures/Targets:**
1. Contact 3 county agencies to add Facebook link to their website
2. Educate the community of Facebook page during 2 public events
3. Publish 1 article in local paper on new social media page
4. Hire intern to create and post on social media pages by the end of 2018
CLARK

CLARK COUNTY GOAL #1: MARKETING AND PUBLIC EDUCATION

Need(s) Being Addressed: Lack of public awareness of transportation options

Strategy 1.1: Seek funding and develop a part time to fulltime position for Mobility Management within Clark County, actively coordinating with surrounding counties in an effort to achieve regional goals. This need has been discussed and reviewed for feasibility for a number of years, also. Recently, research of a shared–time Mobility Manager was conducted. Ultimately, the determination has been made that the addition of a Mobility Manager within Clark County would help to achieve the goals of improved marketing and public education program.

Timeline for Implementation: 2019

Action Steps:

1. Secure Local funding commitment
2. Submission of Mobility Management Grant Application — January—March 2018
3. If successfully awarded, begin the development of job description and expectations with input from Human Services Transportation Advisory Council members.
4. Prepare additional groundwork throughout 2018 in order for Mobility Management work to begin immediately in 2019.

Parties Responsible for Leading Implementation: Clark County—Springfield TCC Staff

Parties Responsible for Supporting Implementation: Human Services Transportation Advisory Council

Resources Needed: Federal funding, Local funding Potential Cost Range: $80,000—120,000

Potential Funding Sources: Local, State, and Federal

Performance Measures/Targets: We should expect to see improvements to public surveys within 1 year of implementation of the Mobility Management position. This will be matched by questions recipients are asked regarding his/her awareness of various transportation service options. We would expect to see a response improvement of >5% by January of 2020.

Strategy 1.2: Production of literature that can be shared among agencies regarding the number of services available within Clark County.

Timeline for Implementation: 2018—2020

Action Steps:

1. Secure Local funding as needed
2. Budget for print advertising
3. Print and distribute common literature to appropriate locations
4. Follow-up with locations
5. Follow-up survey information

Parties Responsible for Leading Implementation: Clark County—Springfield TCC Staff

Parties Responsible for Supporting Implementation: Human Services Transportation Advisory Council

Resources Needed: Federal funding, Local funding Potential Cost Range: $5,000–15,000, annually

Potential Funding Sources: Local, Federal

Performance Measures/Targets: Public surveys results would be utilized to measure performance within this area. With a dedicated literature campaign, we should expect to see a response improvement of nearly 5%, coupled with Mobility Management we should expect to see a response improvement of >5% by January 2020.
**Strategy 1.3:** Continue working toward a cooperative partnership with United Way to develop transportation information with a simple call to 211. Brand all vehicles to raise awareness of the call center and its ease of use for gaining transportation information.

**Timeline for Implementation:** 2018–2020

**Action Steps:**
1. Secure Local funding commitment, if applicable
2. Continue cooperative dialogue with United Way
3. Develop ease-of-use information to ensure clients receive the most detailed information
4. Lend daily support to United Way as needed

**Parties Responsible for Leading Implementation:** Clark County–Springfield TCC Staff

**Parties Responsible for Supporting Implementation:** Human Services Transportation Advisory Council

**Resources Needed:** Federal funding, Local funding

**Potential Cost Range:** $10,000–$20,000

**Funding Sources:** Local, Federal

**Performance Measures/Targets:** Call center volumes would be utilized to determine overall performance of this strategy. Though there is no current baseline, the actual baseline will be established in year one.

**Strategy 1.4:** Development of dedicated website.

**Timeline for Implementation:** 2019–2020

**Action Steps:**
1. Secure Local/Federal funds necessary for site development and hosting
2. Locate appropriate developer
3. Grow the site into a “RideFinder” type of format

**Parties Responsible for Leading Implementation:** Clark County–Springfield TCC Staff

**Parties Responsible for Supporting Implementation:** Human Services Transportation Advisory Council

**Resources Needed:** Federal funding, local funding

**Potential Cost Range:** $10,000–$20,000, initially, $500–$1000, annually

**Potential Funding Sources:** Local, Federal

**Performance Measures/Targets:** Site visits and views/clicks would be utilized to determine overall performance of this strategy. Though there is no current baseline, the actual baseline will be established in year one.

**CLARK COUNTY GOAL #2: SEEK ADDITIONAL FUNDING SOURCES TO IMPROVE ON SERVICE OPTIONS**

**Need(s) Being Addressed:** Offering additional transportation options and improved services to clients and/or agencies that have limited funding sources for necessary transportation.

**Strategy 2.1:** Purchase of necessary fleet vehicles for Clark County Board of Developmental Disabilities, Clark County Department of Job and Family Services, Clark County Veterans Office, Goodwill Easter Seals Adult Day Services, Mental Health Services of Clark & Madison Counties, Springfield City Area Transit, TAC Industries, United Senior Services and Salvation Army for the purposes of providing transportation to seniors and individuals with disabilities as outlined in the requirements of FTA 5310.

**Timeline for Implementation:** 2018–2021
Action Steps:
1. Secure Local funding commitment
2. Submission of 5310 Grant applications
3. If successfully awarded, begin the development of vehicle selection and ordering process

Parties Responsible for Leading Implementation: Clark County–Springfield TCC Staff
Parties Responsible for Supporting Implementation: Human Services Transportation Advisory Council

Resources Needed: Federal funding, local funding
Potential Cost Range: $175,000–$225,000, annually
Potential Funding Sources: Local, State, federal

Performance Measures/Targets: Gauged by peer comparisons with counties on similar size and demographics.

**Strategy 2.2:** Purchase of necessary technology such as computer equipment, software, ITS, and dispatch software for Clark County Board of Developmental Disabilities, Clark County Department of Job and Family Services, Clark County Veterans Office, Goodwill Easter Seals Adult Day Services, Mental Health Services of Clark & Madison Counties, Springfield City Area Transit, TAC Industries, United Senior Services and Salvation Army for the purposes of providing transportation to seniors and individuals with disabilities as outlined in the requirements of FTA 5310.

Timeline for Implementation: 2018–2021

Action Steps:
1. Secure Local funding commitment
2. Submission of 5310 Grant applications
3. If successfully awarded, begin the development of equipment/software selection and ordering process

Parties Responsible for Leading Implementation: Clark County–Springfield TCC Staff
Parties Responsible for Supporting Implementation: Human Services Transportation Advisory Council

Resources Needed: Federal funding, Local funding
Potential Cost Range: $30,000–$60,000, annually
Potential Funding Sources: Local, State, federal

Performance Measures/Targets: Gauged by peer comparisons with counties on similar size and demographics.

**CLARY COUNTY GOAL #3:** SEEK AFTER-HOURS TRANSPORTATION OPTIONS

Need(s) Being Addressed: Currently no services available after 6:00PM Monday–Friday and on weekends.

**Strategy 3.1:** Identify providers that have after hour availability, seek funding to assist with fully allocated trip cost for afterhours trips.

Timeline for Implementation: 2018–2021

Action Steps:
1. Secure Local funding commitment
2. Submission of 5310 Operating Grant applications
3. If successfully awarded, begin the development of cooperative partnerships

Parties Responsible for Leading Implementation: Clark County–Springfield TCC Staff
Parties Responsible for Supporting Implementation: Human Services Transportation Advisory Council

Resources Needed: Federal funding, Local funding
Potential Cost Range: $70,000–$100,000, annually
Potential Funding Sources: Local, State, federal

Performance Measures/Targets: Though there is no current baseline, the actual baseline will be established in year one.
CLARK COUNTY GOAL #4: FOCUS RESOURCES FOR GROWING ELDERLY POPULATIONS

Need(s) Being Addressed: Meet unmet demands for Elderly clients, prepare for growth of need in this area.

Strategy 4.1: Identify providers that have after hour availability for overflow transportation, forge partnerships for service provision.

Timeline for Implementation: 2018–2020

Action Steps:
1. Secure Local funding commitment
2. Submission of 5310 Operating Grant applications
3. Identify all senior centers and senior service providers in Clark County
4. Provide adequate information about services

Parties Responsible for Leading Implementation: Clark County–Springfield TCC Staff

Parties Responsible for Supporting Implementation: Human Services Transportation Advisory Council

Resources Needed: Federal funding, Local funding

Potential Cost Range: $60,000–$80,000, annually 43

Potential Funding Sources: Local, State, federal

Performance Measures/Targets: Though there is no current baseline, the actual baseline will be established in year one.

CLARK COUNTY GOAL #5: COUNTYWIDE AND CROSS–COUNTY TRANSPORTATION OPTIONS

Need(s) Being Addressed: Meet unmet demands for individuals that are not eligible for client-specific Human Services transportation, outside of the public transit service boundaries.

Strategy 5.1: Identify providers that have availability for overflow transportation, forge partnerships for service provision.

Timeline for Implementation: 2018–2020

Action Steps:
1. Secure Local funding commitment
2. Seek additional funding options via Federal sources, local grants
3. Market options to general public
4. Provide adequate information about services

Parties Responsible for Leading Implementation: Clark County–Springfield TCC Staff

Parties Responsible for Supporting Implementation: Human Services Transportation Advisory Council

Resources Needed: Federal funding, local funding, and community grants

Potential Cost Range: $100,000–$150,000, annually

Potential Funding Sources: Local, State, federal

Performance Measures/Targets: Though there is no current baseline, the actual baseline will be established in year one.
DARKE COUNTY GOAL #1: COUNTY-WIDE TRANSPORTATION

Need(s) Being Addressed: No public transportation for Darke County, this is the #1 unmet need. This goal is to address the need for transportation for those individuals that live outside the city, in the villages in Darke County, where the transit doesn’t have the funding to meet.

Strategy 1.1: Secure funding through grants or levy to extend county services

Timeline for Implementation: near-term to identify funding; mid-term to secure funding

Action Steps:
1. Identify stakeholders in the community to assist with funding - completed
2. Research funding opportunities through federal and local grants - completed
3. Research the feasibility of using volunteer drivers
4. Educate the community on available transportation resources - ongoing

Parties Responsible for Leading Implementation: Mobility Manager, County Commissioners Grant Coordinator, Director United Way

Parties Responsible for Supporting Implementation: Darke County Planning Committee

Resources Needed: Mobility Manager, funding, contract services, vehicles, volunteers, technology, capital needs, local cash, and marketing

Potential Cost Range: Staff time involved, local match of grants

Potential Funding Sources: Section 5310 Program, grants, state and local funds, levy

Performance Measures/Targets:
1. Reduction of unmet needs by 5% within the first year
2. Obtain 1 new grant/funding source within 2-3 years
3. Compare Job and Family Services reimbursement rates for county trips to other counties within 2-3 years

DARKE COUNTY GOAL #2: PROVIDE TRANSPORTATION THAT SUPPORTS EMPLOYMENT AND NON-MEDICAL TRIPS IN DARKE COUNTY

Need(s) Being Addressed: Providing individuals the opportunity to secure and maintain employment when transportation is a barrier. Transportation needs for those who have to pay privately for transportation, such as employees getting to work and individuals going to non-medical appointments.

Strategy 2.1: Coordinate with local industries in Darke County to provide reliable transportation to gain and sustain employment.

Timeline for Implementation: Mid-term, continuous

Action Steps:
1. Work with Human Resource Departments at local industries and staffing agencies to identify why employees are not able to get to work or maintain employment once hired - ongoing
2. Explore the option of car/van pooling and/or ridesharing - ongoing
3. Explore the option of employers prepaying for employees to ride the transit - completed
4. Explore tax break options for employers for transportation
5. Explore feasibility of implementing a “Rides to Work Program” - completed

Parties Responsible for Leading Implementation: Mobility Manager and United Way Director

Parties Responsible for Supporting Implementation: Darke County Planning Committee

Resources Needed: Staff time, funding, additional drivers, and vehicles
Potential Cost Range: Staff time and potential cost of additional vehicles and drivers
Potential Funding Sources: Section 5310 Program and federal, state & local grants

Performance Measures/Targets:
1. Conduct exit interviews with employees upon leaving a position to determine reason
2. Implement one rideshare program at local industry.
3. Secure jobs for 2 individuals in Darke County by using rideshare program
4. Secure one funding source for prepaid trips to be used for employment

Strategy 2.2: Increase number of county trips at an affordable cost
Timeline for Implementation: Mid-term and continuous

Action Steps:
1. Develop feeder routes from Darke County to surrounding counties - $1 per mile
2. Coordinate pick-up and drop-off locations in surrounding counties
3. Research funding options to fund county trips

Parties Responsible for Leading Implementation: Greenville Transit System Director and Mobility Manager
Parties Responsible for Supporting Implementation: Darke County Planning Committee
Resources Needed: Staff time, funding, additional drivers, and vehicles
Potential Cost Range: Staff time and potentially cost of additional vehicles and drivers
Potential Funding Sources: Section 5310 Program and federal, state & local grants
Performance Measures/Targets:
1. Establish 1 feeder route to a surrounding county within timeline
2. Secure one additional funding source to support county trips
3. Increase county ridership by 5% of current numbers

Strategy 2.3: Develop a volunteer driver program
Timeline for Implementation: Mid-term and continuous

Action Steps:
1. Research grant opportunities to support volunteer driver program
2. Research liability insurance options for volunteer drivers
3. Survey local churches & Greater Greenville Ministerial Association for volunteers to drive

Parties Responsible for Leading Implementation: Lead Agency to be named and Mobility Manager
Parties Responsible for Supporting Implementation: Darke County Planning Committee
Resources Needed: Staff time, funding, additional drivers, and vehicles
Potential Cost Range: Staff time and potentially cost of additional vehicles and drivers
Potential Funding Sources: Section 5310 Program and federal, state & local grants
Performance Measures/Targets:
1. Obtain start up monies for volunteer driver program
2. Secure liability insurance for program
3. Recruit and train a minimum of 2 volunteer drivers
DARKE COUNTY GOAL #3: EXPAND CURRENT TRANSPORTATION SERVICES IN DARKE COUNTY TO MEET PUBLIC NEEDS

**Need(s) Being Addressed:** Fill the gaps for individuals needing transportation during peak hours, early morning hours, evening hours, weekends and holidays

**Strategy 3.1:** Investigate the need for expanded transit hours and days – Need is present but financial support isn’t

**Timeline for Implementation:** Mid-term and continuous

**Action Steps:**
1. Create a survey to identify the need for expanded hours and days
2. Identify community organizations and industries to distribute surveys to
3. Use a log to track unmet needs due to hours and days transportation is unavailable - completed
4. Expand transit fleet if the need is identified to expand hours and/or days
5. Hire more drivers to meet expansion of fleet and expanded hours and/or days – Need more drivers

**Parties Responsible for Leading Implementation:** Greenville Transit System Director and Mobility Manager

**Parties Responsible for Supporting Implementation:** Darke County Planning Committee

**Resources Needed:** Funding, Vehicles, Additional Drivers, Technology, Marketing

**Potential Cost Range:** Cost of additional vehicles and drivers

**Potential Funding Sources:** Section 5310 Program, state and county funds, grants

**Performance Measures/Targets:**
1. Distribute surveys to a minimum of 10 community organizations and industries
2. Collect data received from unmet needs log to assess the need for expansion of hours and/or days
3. Secure 1 funding source to support additional vehicles and drivers due to expanded hours and/or days.

DARKE COUNTY GOAL #4: INCREASE COUNTY TO COUNTY TRANSPORTATION

**Need(s) Being Addressed:** Individuals getting from county to county for medial and non-medical appointments

**Strategy 4.1:** Increase number of county trips at an affordable cost

**Timeline for Implementation:** Mid-term and continuous

**Action Steps:**
1. Develop feeder routes from Darke County to surrounding counties
2. Coordinate pick-up and drop-off locations in surrounding counties
3. Research funding options to fund county trips

**Parties Responsible for Leading Implementation:** Greenville Transit System Director and Mobility Manager

**Parties Responsible for Supporting Implementation:** Darke County Planning Committee

**Resources Needed:** Staff time, funding, additional drivers, and vehicles

**Potential Cost Range:** Staff time and potential cost of additional vehicles and drivers

**Potential Funding Sources:** Section 5310 Program and federal, state & local grants

**Performance Measures/Targets:**
1. Establish 1 feeder route to a surrounding county within timeline
2. Secure one additional funding source to support county trips
3. Increase county ridership by 5% of current numbers
LOGAN

LOGAN COUNTY GOAL #1: COORDINATED SHARED RESOURCES

Need(s) Being Addressed: Additional Resources (vehicles, training, etc.)

Strategy 1.1: Shared driver training for all providers.

Timeline for Implementation: Near-term

Action Steps:
1. Identify agencies that currently require driver training (Logan County Transit Advisory Board, Mobility Manager, Access/Resource Coalition -ARC)
2. Identify the number of overall drivers in the county (Logan County Transit Advisory Board, Mobility Manager, ARC, transportation providers)
3. Develop a list of acceptable training topics (Logan County Transit Advisory Board, ARC, transportation providers)
4. Develop a training timeline for implementation (Logan County Transit Advisory Board, ARC)
5. Research any liability issues (Logan County Transit Advisory Board, ARC)
6. Have Memorandums of Understanding distributed and signed by participating providers (Mobility Manager)

Parties Responsible for Leading Implementation: Mobility Manager

Parties Responsible for Supporting Implementation: Logan County Transit Advisory Board, ARC

Resources Needed: Staff time, funding, trainer’s services, building space, technology

Potential Cost Range: Yet to be determined

Potential Funding Sources: Grants and/or local funds

Performance Measures/Targets:
1. Measure – Total number of providers in county with paid drivers
   a. Target – Identify 100% of drivers in county
2. Measure – Provider participation with Memorandum of Understanding
   a. Target – 50% participation of providers
3. Measure – Deliver joint training to providers
   a. Target – Drivers attend 3 joint training sessions

Strategy 1.2: County-wide Trip Denial & Referral Plan

Timeline for Implementation: Mid-term

Action Steps:
1. Create a Trip Denial & Referral form (Transit Advisory Board, ARC)
2. Identify county providers willing to participate with the form (M. Manager)
3. Distribute form to all participating providers (Mobility Manager)
4. Quarterly form collection & evaluation of data (Mobility Manager, Logan County Transit Advisory Board, ARC)

Parties responsible for Leading Implementation: Mobility Manager

Parties responsible for Supporting Implementation: Participating Transportation Providers, Logan County Transit Advisory Board, ARC

Resources Needed: Staff time

Potential Cost Range: Minimal

Potential Funding Sources: N/A
Performance Measures/Targets:
1. Measure – Number of transportation providers agreeing to participate
   a. Target – 50% of county transportation providers participating
2. Measure – Amount of data collected
   a. Target – 100% of data collected is shared
3. Measure – Analysis of data to address needs
   a. Target – 100% of data analyzed

Strategy 1.3: Increase access to out of county medical transportation

Timeline for Implementation: Midterm

Action Steps:
1. Recruit drivers
2. Train drivers
3. Develop expense reimbursement plan
4. Explore additional funding options

Parties Responsible for Supporting Implementation: Local hospital, local health care providers, local senior living facilities

Resources Needed: Staff time

Potential Cost Range: Yet to be determined

Potential Funding Sources: Grants, businesses

Performance Measures/Targets:
1. Measure – Number of drivers recruited
   a. Target – 10 drivers recruited
2. Measure – Number of drivers trained
   a. Target – 100% of drivers trained
3. Measure – Amount of driver expense reimbursed
   a. Target – 75% of driver expense reimbursed

LOGAN COUNTY GOAL #2: SEEK ADDITIONAL FUNDING OPTIONS

Need(s) Being Addressed: Affordability and Funding Opportunities for passengers

Strategy 2.1: Purchase vehicles for RTC Industries (Transportation for Logan County & Community Employment Transportation), Green Hills Community, and Superior Transport

Timeline for implementation: Immediate and ongoing

Action Steps:
1. Identify number of vehicles & type needed to maintain services (participating transportation providers)
2. Identify number of vehicles & type needed to expand services (participating transportation providers)
3. Identify potential funding sources for vehicles (participating transportation providers)
4. Develop and submit funding applications for vehicles (participating transportation providers)

Parties responsible for leading implementation: Mobility Manager

Parties responsible for supporting implementation: RTC Industries, Green Hills Community, Superior Transportation, Transportation for Logan County, Logan County Transit Advisory Board, ARC

Resources: Staff time

Potential cost: Yet to be determined

Potential funding: 5310 funding, 5311 funding, grants, local funding
Performance Measures/Targets:
2. Measure - Number of ODOT applications submitted
   a. Target – Annual applications
3. Measure – Number of alternative grant applications submitted
   a. Target – 3-4 alternative grant applications
4. Measure – Number of county agencies/businesses approached for match dollars.
   a. Target – 20% of county agencies/businesses approached

Strategy 2.2: Seek additional funding options for passengers

Timeline for Implementation: Mid-term

Action Steps:
1. Identify existing passenger funding sources (Mobility Manager)
2. Identify needs through Trip Denial & Referral data (M. Manager, Logan County Transit Advisory Board, ARC)
3. Develop scholarship fund for passengers (M. Manager, Logan County Transit Advisory Board, ARC)
4. Develop scholarship fund criteria (M. Manager, Logan County Transit Advisory Board, ARC)
5. Seek funding start-up & sustainment dollars for scholarship fund (Logan County Transit Advisory Board, M. Manager, ARC)

Parties Responsible for Leading Implementation: Mobility Manager
Parties Responsible for Supporting Implementation: ARC, Logan County Transit Advisory Board

Resources: funding, staff time

Potential Cost: Yet to be determined

Potential Funding: United Way, county agencies and businesses

Performance Measures/Targets:
1. Measure – Number of identified passengers needing funding
   a. Target – Number of rides given
2. Measure – Decrease in trip denials due to lack of funding
   a. Target – 50% decrease in trip denials due to lack of funding
3. Measure – Increase in available monies for scholarship fund
   a. Target – 100% increase in monies for scholarship fund

LOGAN COUNTY GOAL #3: TRANSPORTATION FOR EMPLOYMENT

Need(s) Being Addressed: Lack of employment transportation options

Strategy 3.1: Seek transportation alternatives for employees

Timeline: Near-term

Action Steps:
1. Survey local businesses and employment services to determine location and time need (M. Manager, ARC)
2. Research options for vanpool in the area (Mobility Manager)
3. Research options for Rideshare in the area (Mobility Manager)

Parties Responsible for Leading Implementation: Mobility Manager
Parties Responsible for Supporting Implementation: Mobility Manager, Transit Advisory Board, ARC

Resources Needed: staff time

Potential Cost Range: N/A

Potential Funding Sources: Local businesses and industries
Performance Measures/Targets:
1. Measure – Number of businesses/industry surveyed
   a. Target – 50% of businesses responding to survey
2. Measure – Number of vanpool options available to county
   a. Target – 100% of vanpool options identified
3. Measure – Number of rideshare options available to county
   a. Target – 100% of rideshare options identified

Strategy 3.2: Seek transportation alternatives for employers
Action Steps:
1. Meet with area businesses/industries to determine transportation needs (M. Manager, ARC)
2. Research employer/employee tax benefits to pay for transportation (Transit Advisory Board, ARC)
3. Assist businesses/industries to coordinate with county transportation providers (Mobility Manager)

Parties Responsible for Leading Implementation: Mobility Manager
Parties Responsible for Supporting Implementation: Mobility Manager, Transit Advisory Board, ARC

Resources Needed: Staff time
Potential Cost Range: Yet to be determined
Potential Funding Sources: Grants, tax benefits, industry

Performance measures/targets:
4. Measure – Number of businesses/industry that were met
   a. Target – 50% of businesses being met
5. Measure – Number of businesses/industry participating in coordination
   a. Target – 20% of businesses/industry participating
6. Measure – Number of businesses whose employees utilize program
   a. Target – 20% of businesses/industry employees utilize program

LOGAN COUNTY GOAL #4: PUBLIC INFORMATION OF COUNTY TRANSPORTATION OPTIONS
Need(s) Being Addressed: Lack of public knowledge of transportation options available in county

Strategy 4.1: Develop a website dedicated to Logan County transportation options and providers
Timeline for Implementation: Completed
Action Steps:
1. Research website name and designs (Mobility Manager)
2. Collect county transportation provider information and photos (Mobility Manager)
3. Input provider information into website (Mobility Manager)
4. Develop marketing activities to inform riders and general public about website (Mobility Manager)

Parties Responsible for Leading Implementation: Mobility Manager
Parties Responsible for Supporting Implementation: Mobility Manager

Resources Needed: Staff time, funding
Potential Cost Range: $500
Potential Funding Sources: Mobility Manager grant
Performance Measures/Targets:
1. Measure – Number of hits on website
   a. Target – ½ of county adult population visit website
2. Measure – Decrease in trip denials
   a. Target – 10% decrease in trip denials
3. Measure – Increased number of riders that are older adults/people with disabilities
   a. Target – 15% increase in number of riders that are older adults and people with disabilities.

**Strategy 4.2: Develop transportation provider promotional piece**

**Timeline for Implementation:** Completed

**Action Steps:**
1. Collect county transportation provider information (Mobility Manager)
2. Research available printing businesses and costs (Mobility Manager)
3. Develop promotional piece (Mobility Manager)
4. Distribute promotional piece throughout county (Mobility Manager)

**Parties Responsible for Leading Implementation:** Mobility Manager

**Parties Responsible for Supporting Implementation:** Mobility Manager, transportation providers

**Resources Needed:** Staff time

**Potential Cost Range:** $1,000 - $2,000

**Potential Funding Sources:** Mobility Manager grant

Performance Measures/Targets:
1. Measure - Number of social service agencies provided with promotion
   a. Target – 50% of social service agencies provided with promotion
2. Measure – Number of doctor’s offices provided with promotion
   a. Target – 50% of doctor’s offices provided with promotion
3. Measure – Number of county businesses provided with promotion
   a. Target – 50% of county businesses provided with promotion
4. Measure – Total number of promotions distributed
   a. Target – 80% of promotions distributed

**LOGAN COUNTY GOAL #5: EXPANDED SERVICES**

**Need(s) Being Addressed:** Lack of public information of appropriate service hours

**Strategy 5.1: Address public perception of available services**

**Timeline for Implementation:** Immediately

**Action Steps:**
1. Distribute provider promotional piece to county residents (M. Manager)
2. Advertise/Education residents about transportation website (M. Manager)
3. Analyze data from trip denial plan (M. Manager, Logan County Transit Advisory Board)

**Parties Responsible for Leading Implementation:** Mobility Manager

**Parties Responsible for Supporting Implementation:** Mobility Manager, Logan County Transit Advisory Board

**Resources Needed:** Staff time,

**Potential Cost Range:** $1,000 - $2,000

**Potential Funding Sources:** Mobility Manager grant
Performance Measures/Targets:
1. Measure - Number of promotional pieces distributed
   a. Target – 80% of promotional pieces distributed
2. Measure – Number of hits on transportation website
   a. Target – ½ of county adult population to visit website
3. Measure – decrease in trip denials
   a. Target – 10% decrease in trip denials

LOGAN COUNTY GOAL #6: IDENTIFY RESOURCES FOR ELDERLY AND DISABLED SERVICES
Need(s) Being Addressed: Transportation for the elderly and disabled

Strategy 6.1: Identify Unmet Needs for Elderly
Timeline for Implementation: Mid-term
Action Steps:
1. Work with senior living facilities to identify unmet needs (M. Manager)
2. Engage community leaders in elderly transportation outreach (M. Manager, Logan County Transit Advisory Board, ARC)
3. Engage medical community in elderly transportation outreach (M. Manager, Logan County Transit Advisory Board, ARC)
4. Create turn-down counter sheet for medical & senior living facilities (M. Manager, Participating senior living facilities)

Parties Responsible for Leading Implementation: Mobility Manager
Parties Responsible for Supporting Implementation: Logan County Transit Advisory Board, ARC, M. Manager
Resources Needed: Staff time
Potential Cost Range: Undetermined
Potential Funding Sources: N/A
Performance Measures/Targets:
1. Measure - Number of medical facilities contacted
   a. Target – 80% of medical facilities contacted
2. Measure – Number of unmet needs
   a. Target – Reduce the identified unmet need by 25%
3. Measure - Number of senior facilities contacted
   a. Target – 90% of senior facilities contacted

Strategy 6.2: Identify unmet needs for persons with disabilities (Promoting Independence)
Timeline for Implementation: Mid-term
Action Steps:
1. Work with disability services agencies to identify unmet needs (M. Manager)
2. Work with employees and employment service agencies to identify unmet transportation needs (Transportation Advisory Board, Mobility Manager, providers)
3. Work with Logan County Board of DD and Logan County providers of disability services to identify unmet recreational transportation needs (Transportation Advisory Board, Mobility Manager, providers)

Parties Responsible For Leading Implementation: Mobility Manager
Parties Responsible For Supporting Implementation: Transportation Advisory Board, providers
Resources Needed: staff time
Potential Cost Range: Undetermined
Potential Funding Sources: N/A

Performance Measures/Targets:

1. Measure – Number of employment agencies contacted
   a. Target – 80% of employment agencies contacted

2. Measure – Number of unmet needs identified
   a. Target – Reduce identified unmet needs by 25%

3. Measure – Number of Logan County providers of disability services contacted
   a. Target – 80% of Logan County provider of disability services contacted.

Strategy 6.3: Seek additional senior and/or county providers of disability services focused grant opportunities

Timeline For Implementation: Mid-term

Action Steps:

1. Identify funding opportunities available (M. Manager, Transit Advisory Board)
2. Apply for funding opportunities (M. Manager, Transit Advisory Board)

Parties Responsible For Leading Implementation: Mobility Manager, Transit Advisory Board

Parties Responsible For Supporting Implementation: Transit Advisory Board, Access/Resource Coalition

Resources Needed: Staff time

Potential Cost Range: N/A

Potential Funding Sources: Local Funding, Grants

Performance Measures/Targets:

1. Measure – Number of funding opportunities identified
   a. Target – 100% of opportunities identified.

2. Measure – Number of funding opportunities applied
   a. Target – 100% of funding opportunities applied

3. Measure – Number of grants received for senior and/or persons with disabilities transportation services
   a. Target – 1 grant received for senior and/or persons with disabilities transportation services
MPO (Miami, Montgomery, Greene)

**MPO GOAL #1**: INCREASE THE LEVEL OF COORDINATION BETWEEN TRANSPORTATION PROVIDERS IN ORDER TO IMPROVE ACCESS TO MEDICAL CARE, EMPLOYMENT AND FOOD FOR RESIDENTS OF THE MIAMI VALLEY REGION

**Strategy 1.1**: Coordinate the efforts of public and human service transportation providers to submit grant applications to fund collaborative transportation projects, including those listed as strategies in this plan.  
**Timeline For Implementation**: 1 Year

**Action Steps:**

1. Seek opportunities to identify coordinated efforts that result in affordable trips for people who “fall through the cracks” in eligibility for subsidized or specialized transportation and for trips that are not for medical purposes  
2. Create a Transportation Coordination grants/finance subcommittee of the HSTC Council to lead coordination of grant applications  
3. Track Federal Transit Administration funding opportunity announcements for grant programs similar to the 2018 Access and Mobility Partnership Grants program  
4. Determine the feasibility of submitting a collaborative application for Section 5310, or other DOT funding  
5. Select one or more Coordinated Plan strategies for grant application  
6. Pursue foundation grants or government funding as appropriate  

**Parties Responsible For Leading Implementation**: Miami Valley Regional Planning Commission (MVRPC), Greater Dayton Regional Transit Authority (GDRTA), Greene CATS Public Transit, Miami County Transit (MCT)  

**Parties Responsible For Supporting Implementation**: Public and human service transportation providers  

**Resources Needed**: Staff Time  
**Potential Costs**: Cost based on staff hours used to research funding opportunities, create project plans, and submit grant applications  

**Potential Funding Sources**: Existing agency budgets  

**Performance Measures/Targets:**

1. Number of funding applications submitted  
2. Number of grants awarded  
3. Value of grants awarded  

**Needs Addressed**: Improves access to services, Coordinate grant writing, explore partnerships to improve the affordability of transit for low income individuals

**Strategy 1.2A**: Continue the regional mobility management efforts of the Human Service Transportation Council and Mobility Managers and expand their scope to include enhanced activity on transit affordability and medical, employment and food access transportation involving community stakeholders.  
**Timeline For Implementation**: 6 Months

**Action Steps:**

1. Add a planning session to the HSTC Council agenda to (1) identify four to six new subcommittees, some of which will blend into the ongoing regional Mobility Management meetings, and (2) identify community stakeholders who are not currently HSTC Council members to join subcommittees  
2. Suggested subcommittees are (1) Expand the Regional Mobility Managers’ meeting to add non-transit stakeholders, (2) Intercounty Transportation: Focus on transportation that crosses county lines to help solve medical, employment, food access and affordability issues. (3) Brokerage Contingency Planning (4) Transportation Coordination Grants/Finance Planning: Focus on identifying funding sources for regional
mobility management
3. Recruit community stakeholders to join subcommittees
4. Identify each subcommittee’s leader(s)
5. Conduct initial subcommittee meetings to determine goals and action steps

**Parties Responsible For Leading Implementation:** MVRPC, regional mobility managers

**Parties Responsible For Supporting Implementation:** Public and human service transportation providers, county commissioners, Community Action Partnership (CAP), Chambers of Commerce, Economic Development Offices

**Potential Costs:** Cost is based on staff hours used to participate in subcommittees

**Potential Funding Sources:** Existing agency budgets

**Performance Measures/Targets:**
1. New Subcommittees formed
2. Subcommittees meet at a minimum frequency of every quarter and adopt goals
3. Measurable progress toward subcommittee goals (2-year timeframe)

**Needs Addressed:** Improve access to services, seek partnerships, expand transportation options for individuals living in food desert areas, and make the health/medical community an active partner in the transportation network

**Strategy 1.2B:** Create and implement a Mobility Advisory Committee to focus on service provision and access to jobs.

**Timeline For Implementation:** 6 Months

**Action Steps:**
1. Develop the scope for this new committee to focus on emerging practices and technology for Mobility as a Service opportunities
2. Recruit subcommittee members including public transit, technology focused groups/organizations, county Job and Family Services, rideshare/vanpool organizers, and finance and grants management experts

**Parties Responsible For Leading Implementation:** MVRPC, RTA (RTA will chair the committee during year 1 then the Chair will rotate to other transit providers)

**Parties Responsible For Supporting Implementation:** Department of Job and Family Services from each county, organizations leading rideshare/vanpool implementation

**Resources Needed:** Staff time

**Potential Costs:** Cost is based on staff hours used to participate in subcommittees

**Potential Funding Sources:** Existing agency budgets

**Performance Measures/Targets:**
1. New Subcommittees formed
2. Mobility as a Service goals are identified
3. Measurable progress made toward incorporating successful emerging practices and technology

**Needs Addressed:** Improve mobility using technology platforms, seek and create new partnerships, expand transportation options through successful emerging practices

**Strategy 1.3:** Develop affordable first/last mile services, including those that cross county lines, for anyone.

**Timeline For Implementation:** 2 years

**Action Steps:**
1. Utilize the Transportation Grants/Financing subcommittee to assist with implementation
2. Research fare policies, eligibility requirements and service area boundaries/restrictions of open-door transportation providers
3. Propose a program for first/last mile services based on national best practices
4. Identify funding sources for fare subsidies for people with low incomes using the new first/last mile services
5. Create a first/last mile transportation program implementation plan that includes multi-county transportation
6. Promote and launch the first/last mile program(s)

Parties Responsible for Leading Implementation: Transportation coordination grants/financing subcommittee leaders

Parties Responsible for Supporting Implementation: Transportation grants/financing subcommittee members, open-door transportation providers, employers, medical care providers and others that benefit from improved first/last mile multi-county transportation

Resources Needed: Transportation grants/finance subcommittee member and transportation provider staff time, information about national best practices, funding for subsidies (explore opportunities for foundations other non-traditional funding), grant writer(s) (explore opportunities to work with college students who are studying grant writing)

Potential Costs: Cost is based on staff hours used to write grants, plan and implement program, cost to offer subsidies is scalable depending on the size and scope of the subsidy program

Potential Funding Sources: Program planning: existing agency budgets and/or FTA Section 5310 Program, Program implementation: foundation grants or local, state or federal (non-DOT) funding programs

Performance Measures/Targets:
1. Number of subsidized one-way passenger trips provided,
2. Number of individuals who utilize program

Needs Addressed: Explore partnerships to improve the affordability of transit for individuals with low incomes, establish free shuttles to medical facilities and treatment program for those without access to other transportation options, fund vehicles for wheelchair accessible taxis/on-demand services, continue regional mobility management planning efforts and HSTC Council meetings, work together to educate funders about the importance of supporting providers that make service available to rural, outlying, or suburban areas at an affordable cost to the customer, improve shared-ride options between Miami and Montgomery Counties, work together to overcome barriers to sharing rides, consider a subsidy program to support income-based fares for target populations

Strategy 1.4A: Use technology for real-time sharing of ride schedules among transportation providers in order to expand inter-provider referrals. Potentially, integrate this functionality into the Greater Dayton RTA’s software platform for ride scheduling (Trapeze).

Timeline For Implementation: 2 Years

Action Steps:
1. Survey open-door transportation providers on rider eligibility, trip scheduling procedures and use of scheduling software
2. Conduct meetings with open-door transportation providers to determine interest in sharing schedules
3. Identify technology consultant to develop schedule-sharing software
4. Determine schedule-sharing policies and procedures
5. Launch schedule-sharing and adjust procedures as necessary

Parties Responsible For Leading Implementation: MVRPC, GDRTA, a new group to lead in rural areas of the Region will be created from the HSTC Council membership and led by mobility managers

Parties Responsible For Supporting Implementation: Other participating open-door transportation providers

Resources Needed: Lead agency staff time to coordinate participation, liaise with consultant and develop policies and procedures, technology consulting services, schedule-sharing software

Potential Costs: Lead agency staff time costs vary by agency; technology consulting costs are roughly estimated at $20,000 to $50,000, software costs may be additional or may be included in consulting costs

Potential Funding Sources: Section 5310 Program, potential new FTA programs similar to the Access and Mobility Partnerships Grants program, foundation grants or local, state, or federal (non-DOT) funding programs
Performance Measures/Targets:
1. Number of one-way passenger trips scheduled through use of the technology
2. Percentage increase in productivity (boarding’s per revenue service hour) of participating providers
3. Level of satisfaction of providers with technology as measured through surveying

Needs Addressed: Promote capacity and information sharing, use technology to share schedules among participating demand-response or on-demand transportation providers in the Region

Strategy 1.4B: Expand real-time sharing of trip schedules (Strategy 1.4A) to hospitals and clinics so that trips can be scheduled as part of the medical appointment scheduling process.

Timeline For Implementation: 3 Years

Action Steps:
1. Implement schedule-sharing technology identified in Strategy 1.4A
2. Conduct meetings to assess interest of healthcare providers who would request trips for patients using the technology
3. Identify consultant to expand technology to allow for healthcare provider access (potentially through a web-based healthcare “portal”)
4. Determine healthcare provider schedule-sharing policies and procedures
5. Launch healthcare provider schedule-sharing and adjust procedures as necessary

Parties Responsible For Leading Implementation: Strategy 1.4 lead agencies

Parties Responsible For Supporting Implementation: Participating health care providers, participating open-door transportation providers, Greater Dayton Area Hospitals Association (GDAHA), Public Health Dayton and Montgomery County, Women Infants and Children clinics

Resources Needed: Lead agency staff time to coordinate participation, liaise with consultant and healthcare providers, and develop policies and procedures, technology consulting services, software to expand technology access to healthcare providers

Potential Costs: Lead agency staff time costs vary by agency; technology consulting costs are roughly estimated at $10,000 to $30,000, software costs may be additional or may be included in consulting costs

Potential Funding Sources: Section 5307 or 5310 Programs potential new FTA programs similar to the Access and Mobility Partnerships Grants program, hospital networks, foundation grants or local, state, or federal (non-DOT) funding programs

Performance Measures/Targets:
1. Number of one-way passenger trips scheduled through use of the technology
2. Percentage increase in productivity (boarding’s per revenue service hour) of participating providers
3. Level of satisfaction of healthcare providers with technology as measured through surveying

Needs Addressed: Plan for a brokerage to provide non-Medicaid eligible Non-Emergency Medical Transportation (NEMT) trips, fund a one-call safety net for transportation for high-risk patients

Strategy 1.5: Agencies work together specifically to overcome real and perceived barriers to sharing rides that are paid through different/multiple funding sources.

Timeline For Implementation: 3 Years

Action Steps:
1. Identify transportation funding and reimbursement rates in use and present geographically by county
2. Identify the time it takes for providers to grant eligibility to riders
3. Keep the list of providers and their eligibility requirements updated and available to the public (eg. 211)
4. Research best cost allocation models
5. Adopt a cost-allocation model that supports a regional transportation service (for example, a community shuttle
that crosses county lines or a trip data exchange to support shared scheduling)

**Parties Responsible For Leading Implementation:** MVRPC

**Parties Responsible For Supporting Implementation:** Public and human service transportation providers

**Resources Needed:** Lead agency staff time costs, transportation consulting services

**Potential Costs:** Lead agency staff time costs vary by position and time spent, cost allocation consulting costs are roughly estimated at $15,000 to $25,000

**Potential Funding Sources:** Section 5307 or 5310 Programs potential new FTA programs similar to the Access and Mobility Partnerships Grants program

**Performance Measures/Targets:**

1. Cost allocation model developed
2. Number of agencies who adopt cost allocation model

**Needs Addressed:** Work together to educate funders about the importance of supporting providers that make service available to rural, outlying, or suburban areas at an affordable cost to the customer, continue regional mobility management planning efforts and HSTC Council meetings, establish a sub-committee of the HSTC Council to focus on coordinated strategies and identify funding

**Strategy 1.6:** Establish a regional “one-call/one-click” transportation resource center that schedules rides to medical care, focusing initially on high-risk patients and non-Medicaid eligible NEMT clients, later expanding to general medical transportation including Medicaid NEMT, employment, human services and food access transportation for older adults, individuals with disabilities and individuals with low-income. Resource center should provide information about all local transportation options and integrate fare payments.

**Timeline For Implementation:** 3 Years

**Action Steps:**

1. Monitor State of Ohio policy developments on NEMT ride brokerages and public transit
2. Investigate the feasibility of integrating the Miami Valley Ride Finder and Gohio Commute websites
3. Develop a one-call/one-click center draft scope of work
4. Hire a consultant
5. Identify partner transportation providers and potential funding sources
6. Submit applications for funding
7. Conduct procurement(s) to develop center
8. Develop policies and procedures
9. Implement center

**Parties Responsible For Leading Implementation:** GDRTA, MVRPC

**Parties Responsible For Supporting Implementation:** Open-door transportation providers

**Resources Needed:** Lead agency staff time costs, transportation consulting services, funding to implement project

**Potential Costs:** $100,000-$1,000,000 depending on software and hardware costs and project scope

**Potential Funding Sources:** Section 5307 or 5310 Programs, Congestion Mitigation-Air Quality (CMAQ) grants, potential new FTA programs similar to the Access and Mobility Partnerships Grants program

**Performance Measures/Targets:**

1. Number of one-way passenger trips scheduled through use of the technology
2. Percentage increase in productivity (boarding’s per revenue service hour) of participating providers
3. Level of satisfaction of customers and stakeholders with new transit information and ride scheduling procedures as measured through surveying
4. Level of satisfaction of providers with technology as measured through surveying
5. RTA will integrate multi-modal trip planning using Transit platform
6. RTA will integrate agency payment and trip planning
7. RTA will integrate service offering bundles packages

**Needs Addressed:** Promote capacity and information sharing, use technology to share schedules among participating demand response or on-demand transportation providers in the region, establish regional transportation brokerage for one-call/one-click centralized scheduling

**MPO GOAL #2: PROVIDE MORE TRANSPORTATION SERVICE TO THE MIAMI VALLEY REGION THROUGH NEW SERVICES OR EXPANSIONS TO EXISTING SERVICES.**

**Strategy 2.1:** Study the feasibility of relocating bus stops closer to the employers and grocery stores. Routes should be evaluated for their proximity to job opportunities. Some individuals have difficulty using public transit for grocery shopping due to the distance they must carry their groceries from the store to the bus stop.

**Timeline For Implementation:** 1 Year

**Action Steps:**
1. Coordinate research with Montgomery County’s plan for county-wide food system access (Spring 2019)
2. Coordinate research with GDRTA comprehensive operations analysis
3. Inventory and map wheelchair accessibility of bus stops that are located at or near major employers and grocery stores
4. Analyze the feasibility of routing changes to provide access to more employers
5. Analyze the feasibility of re-locating bus stops near drover stores to store entrances
6. Re-locate bus stops as feasible

**Parties Responsible For Leading Implementation:** GDRTA, Greene CATS Public Transit

**Parties Responsible For Supporting Implementation:** Employers involved in the study, grocery store managers and/or corporate offices involved in the study

**Resources Needed:** Lead agency staff time costs

**Potential Costs:** Cost based on staff hours used to analyze bus stop locations

**Potential Funding Sources:** Existing agency budgets

**Performance Measures/Targets:**
1. Development of memorandum describing route analysis
2. Number of route or bus stop changes
3. Activity measured at stops- onboarding
4. Level of satisfaction of passengers boarding/alighting at relocated bus stops as measured through surveying
5. Increase in the number of jobs accessed through new routing

**Needs Addressed:** Relocate bus stops closer to the entrance/exit of grocery stores, expand transportation options for individuals living in food desert areas, improve access to employment, develop community circulator routes that connect with other public transit routes and reach deeper into local communities and neighborhoods

**Strategy 2.2:** Support the RTA System Redesign. “What Drives You”

**Timeline For Implementation:** 2 Years

**Action Steps:** Provide input during RTA Customer Advocacy Group (CAG) and “What Drives You” feedback sessions, incorporate input specific to addressing paratransit and Human Services Transportation

**Parties Responsible For Leading Implementation:** GDRTA, MVRPC

**Parties Responsible For Supporting Implementation:** Regional mobility managers

**Resources Needed:** Staff time at each lead agency
**Potential Cost Range:** Lead agency staff time costs vary by agency

**Potential Funding Sources:** Existing public transit funding, FTA Section 5307 or Section 5310 grants

**Performance Measures/Targets:** Strategies included in the redesign that address identified regional accessibility, strategies implemented after the redesign that address identified regional accessibility

**Needs Addressed:** Promote capacity and information sharing, use technology to share schedules, establish a regional transportation brokerage, agencies work together to overcome real and perceived barriers to sharing rides paid through different funding sources, establish a transportation collaborative to coordinate transportation for target populations

**Strategy 2.3:** Mobility improvements: support local and regional improvements to pedestrian and bicycle networks where they most directly impact target populations, with a focus on first mile/last mile connections, and efforts that are in keeping with MVRPC’s Complete Streets Policy and future active transportation plans

**Timeline for Implementation:** Ongoing

**Actions Steps:**

1. Identify projects throughout the Region that are candidates for capital investment to ensure they help connect gaps and improve accessibility for vulnerable populations
2. Support local, regional, and state funding requests and implementation for projects that address these gaps and improve accessibility
3. Work with local and regional planners and Mobility Managers to identify additional gaps in pedestrian and bicycle networks that impact access to goods, services, health care, and jobs and incorporate them into planning efforts for future implementation
4. Create a priority list of the above projects to support for future implementation based on potential impact for target populations

**Parties Responsible For Leading Implementation:** MVRPC, relevant coordination subcommittees

**Parties Responsible For Supporting Implementation:** County planners, local municipalities, neighborhood groups, Greater Dayton Regional Transit Authority (LINK Bike Share) and other transit providers, Ohio Department of Transportation (ODOT), Ohio Department of Health

**Resources Needed:** Active/pending capital project and planning lists, staff time

**Potential Costs:** Varies based on project type

**Potential Funding Sources:** ODOT, Ohio Department of Health, CMAQ (with limited availability), Safe Routes to Schools, local capital budgets, etc.

**Performance Measures/Targets:**

1. Sidewalk and bicycle connectivity (# and length of gaps, # and length of connections built), planning/capital projects initiated, dollars secured, dollars spent

**Needs Addressed:** Focus on coordinated strategies to address gaps, identify funding, and promote existing services

**Strategy 2.4:** Improve shared-ride or public transit options to travel across county lines using phased approach, beginning with improving options travel between Miami and Montgomery Counties.

**Timeline For Implementation:** 1 Year

**Action Steps:**

1. Convene a committee of Miami and Montgomery County stakeholders to identify cross-county transportation needs and potential strategies to resolve gaps in service
2. Identify funding needs
3. Adjust existing services and/or launch pilot demonstration service
4. Market premium services provided by the Greater Dayton RTA
5. Expand inter-county transportation options to other areas

**Parties Responsible For Leading Implementation:** GDRTA, Miami County Transit

**Parties Responsible For Supporting Implementation:** Public and human service transportation providers

**Resources Needed:** Staff time at each lead agency, funding to operate new service

**Potential Costs:** Lead agency staff time costs vary by agency; costs to offer new transportation service is roughly estimated at $30 to $90 per hour of revenue service, depending on the provider used

**Potential Funding Sources:** FTA Section 5307 or 5310 grants, Congestion Mitigation-Air Quality grants

**Performance Measures/Targets:** Funding secured, new service initiated, number of one-way passenger trips provided through new cross-county service, number of individuals who utilize new cross-county service

**Needs Addressed:** Improve access to services, explore partnerships to improve affordability of transit for low-income individuals, improve access to employment, develop shuttles or shared-ride services through partnerships with employers, agencies work together to overcome barriers, improve shared-ride or public transit options between Miami and Montgomery Counties

**Strategy 2.5:** Increase the number of wheelchair accessible taxis or on-demand transportation services.

**Timeline For Implementation:** 2 Years

**Action Steps:**

1. Identify existing and potential new transportation providers to offer wheelchair-accessible transportation, including private taxi or NEMT companies
2. Identify funding opportunities to acquire wheelchair-accessible vehicles
3. Develop a partnership between a non-profit organization and one or more private transportation providers to expand open-door wheelchair-accessible transportation availability
4. Research national best practices on innovative approaches to expanding wheelchair-accessible fleets
5. Identify passenger assistance/wheelchair securement training needs of public, nonprofit and private transportation providers

**Parties Responsible For Leading Implementation:** Access Center for Independent Living or Community Action Partnership, GDRTA

**Parties Responsible For Supporting Implementation:** Taxi, Transportation Network Companies (TNCs), and/or NEMT private transportation providers, Access Center for Independent Living or Community Action Partnership

**Resources Needed:** Funding to purchase vehicles and train drivers

**Potential Cost Range:** The cost of a new wheelchair-accessible minivan or small transit vehicle is approximately $50,000

**Potential Funding Sources:** FTA Section 5310

**Performance Measures/Targets:**

1. Number of one-way passenger trips provided using new accessible vehicles
2. Number of hours of open-door revenue service offered using new accessible vehicles
3. Number of miles of open-door revenue service offered using new accessible vehicles

**Needs Addressed:** Implement standardized driver training and performance measures for organizations that provide transportation for target populations, fund vehicles and driver training for wheelchair accessible taxis/on-demand services

**Strategy 2.6:** Develop inter-county community shuttles or other shared-ride services that provide access to critical services, including health care, addiction treatment, employment related services, and grocery stores/food pantries.

**Timeline For Implementation:** 2 Years
Action Steps:
1. Convene meetings of GDRTA planning staff and HSTC subcommittee members to identify transportation needs and potential community shuttle or other shared ride services
2. Provide input during GDRTA Comprehensive Operations Analysis and other service plans

Parties Responsible For Leading Implementation: GDRTA, HSTC subcommittees proposed in strategy 1.2, public transit providers serving areas targeted by new services

Parties Responsible For Supporting Implementation: Community stakeholders including health care providers, addiction treatment facilities, employers, Job and Family Services, food pantries, suburban communities, neighborhood-based community organizations

Resources Needed: Staff time at each lead agency, funding to operate new services

Potential Costs: Lead agency staff time costs vary by agency, costs to offer new transportation service is roughly estimated at $30 to $90 per hour of revenue service, depending on the provider used

Potential Funding Sources: Existing public transit funding, FTA Section 5307 or 5310 grants, Congestion Mitigation-Air Quality grants

Performance Measures/Targets:
1. Number of new community shuttle routes or other services developed
2. Number of one-way passenger trips provided through new routes/services
3. Number of individuals who utilize new routes/services
4. Funding Secured

Needs Addressed: Improve access to healthcare, treatment and recovery, improve access to employment, establish free shuttles to medical facilities and treatment programs for those without access to other transportation options, develop community circulator routes that connect with other public transit routes and reach deeper into local communities

Strategy 2.7: Encourage/Recruit/Spin-Off an Independent Transportation Network (ITN) or other gap service organizations as stand-alone non-profits.

Timeline For Implementation: 1 To 5 Years

Action Steps:
1. Contact ITN America for information about how to get started and to discuss franchise requirements
2. Contact current ITNs for information. The closest active ITN for transportation is ITN Greater Cincinnati
3. Identify potential local organizations that could take the lead or be created to take the lead
4. Establish the resource in the Miami Valley

Parties Responsible For Leading Implementation: Mobility managers

Parties Responsible For Supporting Implementation: MVRPC and other interested non-profits

Resources Needed: Staff time at each lead agency

Potential Costs: Lead agency staff time costs vary by agency

Potential Funding Sources: Local grants and foundations, FTA Section 5310 grants, Older Americans Act Title III B, other Non-USDOT Federal Funding

Performance Measures/Targets:
1. ITN research is completed with a meaningful report documenting feasibility for the Miami Valley
2. Potential lead organizations/parties are identified
3. New organization is established and resource is created

Needs Addressed: Improve access to services, organize or expand the volunteer driver network, seek partnerships with faith-based organizations to connect people with Pantries, agencies work together to overcome real and perceived barriers to sharing rides that are paid through multiple sources
**Strategy 2.8:** Develop group-coordinated funding for new vehicles, equipment, and infrastructure using FTA Section 5310 funding.

**Timeline For Implementation:** 5+ Years

**Action Steps:**
1. Propose changes to the Section 5310 Grant Application and/or priorities
2. Advertise and explain changes to all potential applicants
3. Develop a structure for shared use of vehicles, equipment and infrastructure

**Parties Responsible For Leading Implementation:** MVRPC, GDRTA, Eligible Section 5310 grant applications

**Parties Responsible For Supporting Implementation:** Mobility managers

**Potential Costs:** Lead agency staff time costs vary by agency

**Potential Funding Sources:** Local grants and foundations, FTA Section 5310 grants, Older Americans Act Title III-B, other Non-USDOT Federal Funding

**Performance Measures/Targets:**
1. Priorities in the Section 5310 Program are established
2. Number of group-coordinated funding applications
3. Number of new passengers served

**Needs Addressed:** Coordinated grant writing, improve access to healthcare, treatment and Recovery, fund vehicles and driver training for wheelchair, accessible taxis/on-demand services

**MPO GOAL #3: RECRUIT AND TRAIN MORE DRIVERS, INCLUDING VOLUNTEER DRIVERS**

**Strategy 3.1:** Continue shared trainings through the HSTC Council, and create subsidy fund for mileage reimbursement or training.

**Timeline For Implementation:** 1 Year

**Action Steps:**
1. Continue with HSTC Council shared training opportunities on topics relevant to wide range of participating organizations
2. Discuss opportunities to create a fund for reimbursement and training
3. Identify local match source for the new subsidy fund for mileage reimbursement or training
4. Develop an application for Section 5310 Program funding to subsidize costs
5. Develop and/or sustain the mileage reimbursement for volunteers
6. Develop criteria for agencies to use when applying for subsidy fund
7. Reimbursements

**Parties Responsible For Leading Implementation:** MVRPC, mobility managers, GDRTA

**Parties Responsible For Supporting Implementation:** HSTC Council member organizations

**Resources Needed:** Cost is scalable depending on methods of recruitment used

**Resources Needed:** Funding for recruitment campaign expenses

**Potential Costs:** Cost is scalable depending on methods of recruitment used

**Potential Funding Sources:** Section 5310 Program, HSTC Council member organizations that are able to provide to the pool of available matching funds, Frail Elderly Fund of the Human Services Levy (Montgomery County) for ages 60 and over

**Performance Measures/Targets:**
1. Section 5310 Program application developed and submitted
2. Funding secured
3. Funding rate and criteria developed and implemented
4. Number of new organizations that participate in trainings and meetings because of the available subsidy funds
5. Number of organizations that utilize the subsidy funds

**Needs Addressed:** Implement standardized driver training and performance measures, improve access to services, improve access to healthcare, treatment and recovery

**Strategy 3.2:** Create a coordinated approach to recruit drivers for senior and human service transportation providers in all counties.

**Timeline For Implementation:** 1 Year

**Action Steps:**
1. Form a regional driver recruitment committee of human resources managers or transportation managers with representation from senior and human service transportation providers
2. Develop a regional recruitment plan
3. Inventory pay scale, driver qualification and agency hiring procedures
4. Advertise positions through a collaborative recruitment campaign once per quarter

**Parties Responsible For Leading Implementation:** Mobility managers, senior centers and faith-based transportation providers, Board of Developmental Disabilities agencies

**Parties Responsible For Supporting Implementation:** Senior and other human service transportation providers, county Job and Family Services offices

**Resources Needed:** Funding for recruitment campaign expenses

**Potential Costs:** Cost is scalable depending on methods of recruitment used

**Potential Funding Sources:** Existing agency budgets

**Performance Measures/Targets:**
1. Recruitment plan developed
2. Advertise positions
3. Increase in number of applicants received for driver positions
4. Increase in number of hires

**Needs Addressed:** Create a coordinated approach to recruit drivers for programs in all counties, promote capacity and information sharing

**Strategy 3.2:** Implement standardized driver training for organizations that provide transportation for seniors and people with disabilities.

**Timeline For Implementation:** 2 Years

**Action Steps:**
1. Inventory training practices of public and human service transportation providers, including NEMT providers
2. Obtain information from ODOT regarding driver training requirements
3. Develop a potential training program that will offer adequate training to serve the region's transportation providers

**Parties Responsible For Leading Implementation:** MVRPC

**Parties Responsible For Supporting Implementation:** Public and human service transportation providers, including NEMT providers

**Resources Needed:** Inventory of training needs by agency, funding for a third-party provider of training, or in-house training staff, depending on qualifications

**Potential Costs:** The cost of outsourced training depends on the cost per training session and frequency of training.
Training session costs include, but are not limited to:

- Hourly cost of the trainer(s)
- Number of hours of training per session
- Number of drivers participating per session
- Travel and facility/equipment costs

**Potential Funding Sources:** Existing agency budgets

**Performance Measures/Targets:**

1. Training inventories conducted
2. ODOT requirements obtained
3. Number of drivers trained
4. Reduction in safety-related incidents following implementation of training program
5. Reductions in complaints following implementation of training program

**Strategy 3.4:** Organize or expand volunteer driver network

**Timeline For Implementation:** 2 Years

**Action Steps:**

1. Survey transportation providers to determine current practices and needs for volunteer drivers
2. Research volunteer transportation programs using Community Transportation Association of America (CTAA) resources available at https://ctaa.org/national-volunteer-transportationcenter/
3. Assemble a committee of transportation providers that will participate in the volunteer driver network
4. Create a program launch and implementation plan for recruiting, training and utilizing volunteer drivers

**Parties Responsible For Leading Implementation:** Continuum of Care; Goodwill Easter Seals

**Parties Responsible For Supporting Implementation:** Public and human service transportation providers who utilize volunteer drivers

**Resources Needed:** Lead agency staff time to research volunteer driver program best practices, survey providers, coordinate committee, and develop policies and procedures

**Potential Costs** Cost of scalable based on the scope and size of the volunteer driver program

**Potential Funding Sources:**

- Program planning: existing agency budgets and/or Section 5310 Program
- Program implementation: foundation grants or local, state or federal (non-DOT) funding programs

**Performance Measures/Targets:**

1. Transportation provider survey conducted
2. Volunteer program research conducted
3. Provider committee formed
4. Number of active volunteer drivers

**Needs Addressed:** Improve access to services, seek partnerships with faith-based organizations to connect people with pantries, expand transportation options for individuals living in food deserts, fund a one-call safety net for transportation for high-risk patients, support income-based fares
**Strategy 3.5:** Establish a Timebank for volunteer services including drivers

**Timeline For Implementation:** 2-3 years

**Action Steps:**

1. Explore possibilities for the organizational structure and choose a structure: (1) start a new Timebank; or, (2) become a sub-timebank to a nearby existing program that is already established

2. If starting a new Timebank, identify a lead agency and create a committee/board of partner organizations that agree to roles and responsibilities through a Memorandum of Understanding (MOU)

3. Identify the scope, mission and goals of the Timebank

4. Assemble a committee of transportation providers that will participate in the volunteer driver network

5. Establish the legal structure for the Timebank

6. Investigate and purchase Timebanking software

**Parties Responsible For Leading Implementation:** MVRPC, non-profit lead agency (to be identified)

**Parties Responsible For Supporting Implementation:** Partner organizations including legal advisors, timebank members (volunteers)

**Resources Needed:** Lead agency to establish the Timebank structure, software to manage activities

**Potential Costs**

- Timebank software and consultant/legal fees during set-up (consultant/ legal advice could be provided as an in-kind exchange)

**Potential Funding Sources:**

- Section 5310 Program and HSTC Council member organizations that are able to provide to the pool of available matching funds

**Performance Measures/Targets:**

1. Organizational and legal structure as identified

2. Lead agency and committee/board is identified and MOUs signed

3. Number of volunteers/members

4. Number of volunteer exchanges

**Needs Addressed:** Improves access to services, seek partnerships with faith-based organizations to connect people with pantries, expand transportation options for individuals living in food deserts, fund a one-call safety net for transportation for high-risk patients, and support income-based fares

**Strategy 3.6:** Build a local network for Retired Seniors Volunteer Program (RSVP) or another national volunteer management program

**Timeline For Implementation:** 2-4 years

**Action Steps:**

1. Discuss program structures and opportunities with established RSVP programs in Ohio

2. Create a subcommittee of senior-focused organizations in the local Region to discuss a potential structure for starting a local RSVP program that includes transportation options and/or bringing resources to seniors

3. Identify a lead organization

**Parties Responsible For Leading Implementation:** MVRPC, subcommittee of senior-focused organizations

**Parties Responsible For Supporting Implementation:** Mobility managers

**Resources Needed:** Staff time to establish the program and organizational structure, funding for a program coordinator

**Potential Costs**

- Cost for a part-time program coordinator $10,000-$30,000/year

**Potential Funding Sources:** Section 5310 program and available matching funds from eligible sources

**Performance Measures/Targets:**

1. Program is established

2. Number of volunteers
3. Number of trips provided by volunteers
4. Number of people receiving trips from volunteers

Needs Addressed: Improve access to services, seek partnerships with faith-based organizations to connect people with pantries, expand transportation options for individuals living in food deserts, fund a one-call safety net for transportation for high-risk patients, support income-based fares.

MPO GOAL #4: UPDATE MIAMIVALLEYRIDEFINDER.ORG AND PROMOTE WITH HSTC COUNCIL AND HEALTH PARTNERS INCLUDING LOCAL DOCTORS’ OFFICES, PUBLIC HEALTH, AND PHYSICIANS’ NETWORKS

Strategy 4.1: Create and implement a Region-wide public awareness campaign of the available transportation services in each county.

Timeline For Implementation: 1 Year

Action Steps:
1. Update MiamiValleyRideFinder.org – Request updates at each quarterly HSTC Council meeting
2. Include template for MiamiValleyRideFinder.org information in the HSTC Council membership application
3. Promote the website with HSTC Council and health partners. Ask partners to include a link to it on their websites or outreach (for transportation) materials
4. Develop strategies for HSTC Council members and health partners to continuously promote the website

Parties Responsible For Leading Implementation: HSTC Council members, transportation providers, mobility managers

Parties Responsible For Supporting Implementation: MVRPC

Resources Needed: Lead agency staff time

Potential Costs: Costs are limited to staff time costs and the cost updating the website

Potential Funding Sources: Section 5310 Program and local match

Performance Measures/Targets:
1. Increase in number of new rider enrollments with demand responsive transportation providers
2. Increase in incoming phone calls to transportation providers
3. Increase in website and social media traffic

Strategy 4.2A: Create and implement a Region-wide public awareness campaign of the available transportation services in each county

Timeline For Implementation: 1 Year

Action Steps:
1. Survey transportation providers to determine current and planned marketing activities
2. Assemble a committee of transportation providers that will participate in the awareness campaign
3. Consult with in-house marketing staff or third-party marketing firms about options and costs
4. Conduct procurement for third-party marketing services, if desired
5. Plan and implement public awareness campaign

Parties Responsible For Leading Implementation: MVRPC, open-door transportation providers

Parties Responsible For Supporting Implementation: Open-door transportation providers

Resources Needed: Lead agency staff time, funding for marketing strategies, such as consulting, advertising, website development, printed materials, promotional items, etc.

Potential Costs: Cost is scalable depending on the scope of the campaign
**Potential Funding Sources:** *Initial planning:* existing agency budgets, marketing campaign costs (marketing firm, printing, website development, advertising, etc.): CMAQ grant, foundation grants or local, state or federal (non-DOT) funding programs

**Performance measures/targets:**
1. Number of new rider enrollments with demand-responsive transportation providers
2. Number of incoming phone calls to transportation providers
3. Amount of website and social media traffic

**Needs Addressed:** Improve access to employment, improve public awareness of the available transportation services in each county
PREBLE

PREBLE COUNTY GOAL #1: PUBLIC KNOWLEDGE OF AVAILABLE TRANSPORTATION OPTIONS
Need(s) Being Addressed: Lack of information about transportation options available in Preble County.

Strategy 1.1: Develop a Facebook site and website for information about transportation options.
Timeline for Implementation: At once.

Action Steps:
1. Hire a web design company to development site.
2. Develop a Facebook page for transportation options.
3. Collect county transportation provider’s information about availability.
4. Put information about transportation options on both sites.
5. Link website to other websites throughout the county.
6. Inform the residents of Preble County about these transportation sites.

Parties Responsible for Leading Implementation: County Mobility Manager.
Parties Responsible for Supporting Implementation: Mobility Manager and Transportation Committee.
Resources Needed: Mobility Managers time and money source.
Potential Cost Range: $1,000.00
Potential Funding Sources: Grant monies.
Performance Measures/Targets:
1. Number of likes on Facebook.
2. Number of hits on transportation website.
3. Decrease number of calls with questions about transportation options.

PREBLE COUNTY GOAL #2: TRANSPORTATION OPERATIONAL FUNDING OPTIONS FOR POPULATIONS NOT BEING SERVED
Need(s) Being Addressed: Lacking transportation for new hired employees.

Strategy 2.1: Look for options to get new hired employees to job sites during first 30 days of employment.
Timeline for Implementation: Within the next six months.

Action Steps:
1. Survey business and industry about times needed.
2. Survey employment services about times needed.
3. Work with employers and industry to development vanpools for new hired.

Parties Responsible for Leading Implementation: County Mobility Manager.
Parties Responsible for Supporting Implementation: County employers and Mobility Manager.
Resources Needed: Mobility Manager Time.
Potential Cost Range: N/A
Potential Funding Sources: Industry, businesses and employment agencies.
Performance Measures/Targets:
1. Increase entry level employment at business and industries.
2. Move people form minimum wage jobs to higher paying employment.
3. Develop vanpool options throughout the county.

PREBLE COUNTY GOAL #3: RESEARCH OPERATIONAL FUNDING OPTIONS FOR POPULATIONS NOT BEING SERVED

Need(s) Being Addressed: Funding sources to increase transportation options in Preble County.

Strategy 3.1: Research funding sources available for county-wide transportation.

Timeline for Implementation: Next six months

Action Steps:
1. Research 5311 Grant monies available for Preble County for transportation
2. Private monies available to help fund this goal.
3. Foundation monies may be available to help fund transportation.
4. County/City monies to fund this project.

Parties Responsible for Leading Implementation: Mobility Manager and Transportation Committee.

Parties Responsible for Supporting Implementation: Mobility Manager and County and City officials.

Resources Needed: Mobility Managers time.

Potential Cost Range: N/A

Potential Funding Sources: County Commissioners, City Council, Grants, Foundations.

Performance Measures/Targets:
1. Provide transportation for low income and general public.
2. Make population less dependent on family and friends for transportation options.
3. Help seniors stay in their homes longer.
4. Help low income to be more independent.

PREBLE COUNTY GOAL #4: EXPLORE OPTIONS FOR EXPANDING COMMUNITY TRANSPORTATION FOR GENERAL PUBLIC

Need(s) Being Addressed: No transportation options for the general public.

Strategy 4.1: Develop a low cost transportation system for everyone in Preble County.

Timeline for Implementation: One year or more.

Action Steps:
1. Work with Transportation Committee for guidance.
2. Interview county leaders on their visions.
3. Survey public on who would use service the most.
4. Visit adjoining counties that operate public transportation.

Parties Responsible for Leading Implementation: Mobility Manager and Transportation Committee.

Parties Responsible for Supporting Implementation: City/County officials.

Resources Needed: Mobility Managers time.

Potential Cost Range: Not determined at this time.

Potential Funding Sources: Grants and local/county funds.

Performance Measures/Targets:
1. Provide enough ridership to make transportation at break-even levels.
2. Steady growth in ridership.
3. Public support for general public transportation.
PREBLE COUNTY GOAL #5: ENCOURAGE COOPERATION AND COMMUNICATION AMONG STAKEHOLDERS

Need(s) Being Addressed: Working together to establish a better transportation system for all.

Strategy 5.1: Bring all stakeholders together to discuss challenges and accomplishments.

Timeline for Implementation: Within three months.

Action Steps:
1. Discuss opportunities everyone could benefit by cooperation.
2. Discuss ways to share maintenance cost.
3. Train all drivers to a countywide acceptable level.
4. Develop a referral form for residents in county with transportation questions.

Parties Responsible for Leading Implementation: Mobility Manager

Parties Responsible for Supporting Implementation: County Stakeholders and Mobility Manager

Resources Needed: Mobility Managers time.

Potential Cost Range: Less than $100.

Potential Funding Sources: N/A

Performance Measures/Targets:
1. Improvement in trip denials.
2. Savings in cost of operations.
3. Improved drivers training procedures.

PREBLE COUNTY GOAL #6: CONTINUE TO IDENTIFY GAPS IN SERVICE AND UNMET NEEDS

Need(s) Being Addressed: Learning where transportation improvements are needed.

Strategy 6.1: Monitor community needs and wants toward transportation.

Timeline for Implementation: At once.

Action Steps:
1. Visit Stakeholders monthly, asking questions about operations.
2. Ride on stakeholders vehicles, talking to ridership about how improvements are needed.
3. Visit community leaders throughout county discussing transportation needs & gaps.

Parties Responsible for Leading Implementation: Mobility Manager.

Parties Responsible for Supporting Implementation: Transportation Committee and Mobility Manager.

Resources Needed: Mobility Managers time.

Potential Cost Range: Very little.

Potential Funding Sources: N/A

Performance Measures/Targets:
1. Improved satisfaction toward transportation needs.
2. Increased ridership between stakeholders.
3. Relieve demand for family and friends as a source of transportation.
4. Community aware of transportation options.
SHELBY

SHELBY COUNTY GOAL #1: EDUCATE THE RESIDENTS OF SHELBY COUNTY REGARDING PUBLIC AND COORDINATED TRANSPORTATION

Need(s) Being Addressed: Providing residents with the education to make informed decisions about transportation options in Shelby County

Strategy 1.1: Shelby Public Transit and Mobility Manager will conduct presentations on public and coordinated transportation at social and civic events, and local industries and organizations.

Timeline for Implementation: Near-Term, continuous

Action Steps:
1. Conduct presentations at local industries and organizations in Shelby County to educate about the transportation coordination plan
2. Submit informational articles on public and coordinated transportation to the local newspaper
3. Distribute Shelby Public Transit brochures throughout the county
4. Hold focus groups to receive feedback and answer questions about the transit
5. Showcase Transit vehicles at local community events
6. Promote RideLink Call Center for transportation resources

Parties Responsible for Leading Implementation: Shelby Public Transit and Mobility Manager

Parties Responsible for Supporting Implementation: Shelby County Planning Committee

Resources Needed: Mobility Manager, Transit Staff, Transit brochures and marketing support from the local paper and community

Potential Cost Range: Staff time involved and cost of brochures and marketing materials

Potential Funding Sources: Section 5310 Funding and local resources

Performance Measures/Targets:
1. A minimum of 2 presentations conducted a year
2. A minimum of 2 focus groups held per year
3. A minimum of 10 locations to distribute brochures
4. A minimum of 6 new riders a year
5. Track a minimum of 2 calls a month into RideLink Call Center

Strategy 1.2: Unable to complete due to driver shortage—continue into 2019 Hold a “Try the Transit Month” where fares are reduced/free.

Timeline for Implementation: Near-Term

Action Steps:
1. Promote “Try the Transit Month” through flyers distributed throughout the county and free articles in the local newspapers
2. Offer various dates to accommodate demand for reduced/free trips

Parties Responsible for Leading Implementation: Shelby Public Transit and Mobility Manager

Parties Responsible for Supporting Implementation: Shelby County Planning Committee

Resources Needed: Mobility Manager, Transit Staff, Transit brochures and marketing support from the local paper and community

Potential Cost Range: Staff time involved and cost of brochures and marketing materials

Potential Funding Sources: Section 5310 Funding and local resources

Performance Measures/Targets:
1. A minimum of 10 reduced/free trips provided
2. A minimum of 3 new riders for the month
3. A minimum of 10 locations to distribute flyers

**Strategy 1.3:** Continuous Transit Advisory Committee (TAC) to remain a forum for local transit issues, education, networking and support.

**Timeline for Implementation:** Continuous

**Action Steps:**
1. TAC will consist of members that represent both City and County governments
2. TAC will meet a minimum of 2 times a year
3. Mobility Manager to sit on TAC

**Parties Responsible for Leading Implementation:** Shelby Public Transit and Mobility Manager

**Parties Responsible for Supporting Implementation:** Shelby County Planning Committee

**Resources Needed:** Mobility Manager, TAC Committee, Community Support

**Potential Cost Range:** Staff time involved

**Potential Funding Sources:** Section 5310

**Program Performance Measures/Targets:**
1. Recruit at least one new member for existing TAC
2. Record minutes from at least 2 meetings a year
3. Mobility Manager will participate in a minimum of 2 TAC meetings a year

**Strategy 1.4:** Use existing County & local Chamber websites Establish and manage a countywide transportation social media presence in Shelby County

**Timeline for Implementation:** Continuous

**Action Steps:**
1. Utilize a Facebook page to educate public on transportation in Shelby County
2. Post regular feeds on social media
3. Contact local University/College for an internship to develop social media pages-delete

**Parties Responsible for Leading Implementation:** Fresenius Medical Care and Mobility Manager

**Parties Responsible for Supporting Implementation:** Shelby County Planning Committee

**Resources Needed:** Technology, staff time to keep page updated

**Potential Cost Range:** N/A

**Potential Funding Sources:** N/A

**Performance Measures/Targets:**
1. Contact 3 county agencies to add Facebook link to their website
2. Educate the community of Facebook page during 2 public events
3. Publish 1 article in local paper on new social media page
4. Hire intern to create and post on social media pages by the end of 2018

**Shelby County Goal #2:** Expand Current Transportation Services in Shelby County to Meet Public Needs
Strategy 2.1: Transit expanded evening hours until 7pm investigate the need for expanded transit hours and days

Timeline for Implementation: Mid-term and continuous

Action Steps:

1. Create a survey to identify the need for expanded hours and days – March 2018
2. Identify community organizations and industries to distribute surveys to – March 2018
3. Use a log to track unmet needs due to hours and days transportation is unavailable - SPT
4. Expand Transit Fleet if the need is identified to expand hours and/or days
5. Hire more drivers to meet expansion of fleet and expanded hours and/or days
6. Identify the need for holiday and weekend transportation for chronic medical treatments using unmet need log

Parties Responsible for Leading Implementation: Shelby Public Transit, Mobility Manager and Fresenius Medical Care

Parties Responsible for Supporting Implementation: Shelby County Planning Committee

Resources Needed: Funding, Vehicles, Additional Drivers, Technology, Marketing

Potential Cost Range: Cost of additional vehicles and drivers

Potential Funding Sources: Section 5310 Program, state and county funds, Grants

Strategy 2.2: Increase opportunity to schedule same-day service

Timeline for Implementation: Mid-term and continuous

Action Steps:

1. Shelby Public Transit will track trips declined due to no vehicle availability on same day trips

Parties Responsible for Leading Implementation: Shelby Public Transit

Parties Responsible for Supporting Implementation: Shelby County Planning Committee

Resources Needed: Scheduling Software, Funding, Vehicles, Additional Drivers

Potential Cost Range: Staff costs and Cost of additional vehicles and drivers

Potential Funding Sources: Ohio Department of Transportation grants, Local and county dollars

Performance Measures/Targets:

1. Collect monthly data on trips declined for same-day service due to no vehicle availability
2. Reduce declined same-day trips to 1 per quarter
3. Secure 1 funding source to support additional vehicles and drivers to meet need

Shelby County Goal #3: Provide transportation that supports employment and non-medical trips in Shelby County

Need(s) Being Addressed: Providing individuals the opportunity to secure and maintain employment when transportation is a barrier. Transportation needs for those who have to pay privately for transportation such as employees getting to work and individuals going to non-medical appointments.

Strategy 3.1: Coordinate with local industries in Shelby County to provide reliable transportation to gain and sustain employment.

Timeline for Implementation: Mid-term, continuous

Action Steps:

1. Work with Human Resource Departments at local industries to identify why employees are not able to get to work or maintain employment once hired. – March 2018
2. Explore the option of car/van pooling and/or ridesharing
3. Explore the option of employers buying tokens for employees to ride the transit

Performance Measures/Targets:
1. Conduct exit interviews with employees upon leaving a position to determine reason
2. Implement one rideshare program at local industry.
3. Secure jobs for 2 individuals in Shelby County by using rideshare program
4. Secure one funding source for tokens to be used for employment

**Timeline for Implementation:** Mid-term and continuous

**Action Steps:**
1. Develop feeder routes from Shelby County to surrounding counties
2. Coordinate pick-up and drop-off locations in surrounding counties
3. Research funding options to fund county trips
4. Investigate transfers between counties to provide efficiencies of multi-county transports

**Parties Responsible for Leading Implementation:** Shelby Public Transit and Mobility Manager

**Parties Responsible for Supporting Implementation:** Shelby County Planning Committee

**Resources Needed:** Staff time, funding, additional drivers, and vehicles

**Potential Cost Range:** Staff time and potentially cost of additional vehicles and drivers

**Potential Funding Sources:** Section 5310 Program and Federal, State & local grants

**Strategy 3.2:** Continue strategy Increase number of county trips at an affordable cost

**Performance Measures/Targets:**
1. Establish 1 feeder route to a surrounding county within timeline
2. Secure one additional funding source to support county trips
3. Increase county ridership by 5% of current numbers

**Shelby County Goal #4:** Increase out-of-county service to surrounding counties. Reduce duplication of service through multi-county coordination.

**Need(s) Being Addressed:** Provides individuals the opportunity to get to appointments outside of Shelby County.

**Strategy 4.1:** Utilize dispatching software that multiple counties use to coordinate scheduled trips to surrounding counties to maximize capacity on vehicles.

**Timeline for Implementation:** Long-term

**Action Steps:**
1. Mobility Manager to work with Champaign County Transit Manager and Logan County Mobility Manager on feasibility of coordinating software with Shelby Public Transit.

**Parties Responsible for Leading Implementation:** Mobility Manager and Shelby Transit Manager

**Parties Responsible for Supporting Implementation:** Shelby County Planning Committee

**Resources Needed:** Mobility Manager and dispatching software

**Potential Cost Range:** Staff time & software

**Potential Funding Sources:** Section 5310 Program Mobility Grant and Tiger Grant

**Performance Measures/Targets:**
1. Coordinate 1 multi county transport per month.
2. Develop Memorandums of Understanding between Champaign and Logan Counties to pick up individuals in those counties.
3. Connect with Miami County Transit to get Dayton Connector and provide 5 rides.

**Need(s) Being Addressed:** Fill the gaps for individuals needing transportation during peak hours, early morning hours, evening hours, weekends and holidays

**Potential Funding Sources:** Section 5310 Program and Federal, State & local grants